



Employee Assistance Program Guide

ABOUT BHS

- Since 1989, Behavioral Health Systems has specialized in the management of mental health and substance abuse benefits provided through employers.
- BHS is a national company with a Preferred Provider Network of over 8,200 professional/hospitals in all fifty states.
- BHS has maintained a 96% positive patient satisfaction rate since 1994.
- BHS ensures a face-to-face assessment and an individualized treatment plan on every case.

COMMON QUESTIONS

• What is an Employee Assistance Program?

An Employee Assistance Program (EAP) is a professional service which provides confidential assessment, referral and short-term counseling services to employees for mental health-related problems including substance abuse.

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| ✓ Marital/Family | ✓ ADHD/ADD |
| ✓ Stress Issues | ✓ Relationships |
| ✓ Grief and Loss | ✓ Substance Abuse |
| ✓ Depression | ✓ Anxiety |
| ✓ Eating Disorders | |

- **How do I access the program?**

It is as simple as a phone call to BHS. **205-879-1150 or 800-245-1150**

A care coordinator will ask you necessary information and make a referral to a provider that specializes in your particular area of need. (Note: All services require pre-approval).

- **Is the Program Confidential?**

BHS protects your right to confidentiality as required by state and federal laws, unless the law requires disclosure or if you sign a release of information.

- **Is there a Cost to Use the EAP Services?**

No. The EAP is a benefit provided to you, at no charge, by your employer. All services that are authorized by BHS are covered at 100% and you do not have to process any claim.

- **What if I am not satisfied with the EAP services?**

The goal of the EAP is to ensure that you receive the care that is needed for your specific situation. In the event that you are dissatisfied with the services provided, contact the Director of Clinical Services at BHS regarding the grievance process.

- **What if I need further treatment beyond the visits provided through the EAP service?**

The BHS Care Coordinator will help with any referral through your medical plan.

THINGS TO REMEMBER

- ✓ Call BHS before you seek EAP treatment.
- ✓ Be prepared to give a BHS care coordinator basic information regarding your needs.
- ✓ BHS will refer you to a BHS affiliated provider for treatment.

TO ACCESS BENEFITS

- Call 800-245-1150 or 205-879-1150
- Business hours 7:00 am - 5:30 pm CST
- 24 hours, 7 days a week emergency access